

**2022 WILDFIRE SAFETY-PSPS OUTREACH EFFECTIVENESS SURVEY****Questionnaire - Final**

August 10, 2022

**Landing Page (Web)****SHOW LANGUAGE SELECTION DROPDOWN**

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company.

The survey is intended to gauge public's awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety. We estimate that the survey will take about 15 minutes. Please be assured that all responses are strictly confidential.

We appreciate your help!

Please press or click the ">" button below to continue.

**Introduction (Phone)**

Hello, my name is \_\_\_\_\_ calling on behalf of Pacific Gas & Electric Company from MDC Research. In order to gauge public's awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety, PG&E has hired MDC Research, an independent research firm, to conduct this survey. Your opinions are extremely important, and we just ask for a few minutes of your time to complete the survey.

**[IF ASKED]:** The survey should take less than 15 minutes, on average.

If not available: When would be a good time to call back and complete the survey over the phone?

**This call may be monitored for quality control purposes.**

**IF LANGUAGE BARRIER, FLAG AS SUCH TO REDIAL USING INTERVIEWER SPEAKING THE CUSTOMER'S LANGUAGE.**

**IF LANGUAGE IS KNOWN, FLAG ACCORDINGLY. IF UNKNOWN, PROBE WITH DO YOU SPEAK...?**

**Screening**

S0. DMA/Geo **[FROM SAMPLE]**

S1. Are you one of the heads of the household responsible for decisions for your residence?

- 1 Yes
- 2 No → **TERMINATE**
- 8 Refused / Don't know → **TERMINATE**

S2. What is your gender identification?

- 11 Female
- 12 Male
- 99 Prefer to self-describe (please specify): \_\_\_\_\_
- 98 Prefer not to answer

S3. And, just for classification purposes, into which of the following categories does your age fall?

- 11 Under 18 → **TERMINATE**
- 12 18 to 24
- 13 25 to 34
- 14 35 to 44
- 15 45 to 54
- 16 55 to 64
- 17 65 to 74
- 18 75 or older
- 98 Prefer not to say

### Communication Recall

Q1. In the past few months do you recall any communications of any type (i.e. mail, TV, radio, social media, etc.) from PG&E about the threat of wildfires and how you can prepare for them?

- 1 Yes
- 2 No
- 7 Unsure

Q2. **[Q1=1]** In what language(s) was the wildfire safety and preparedness information you recall hearing or seeing from PG&E? **[WEB: Select all that apply.]**

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Other—not sure which
- 99 Other (please specify): \_\_\_\_\_

Q3. **[ASK ALL]** What is your preferred language for receiving public safety information like this from PG&E?

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 99 Other (please specify): \_\_\_\_\_

Q4. **[Q3≠11]** How do you feel about receiving wildfire communications from PG&E in English only?  
**[PHONE: READ LIST]**

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

Q5. What languages are often used in your home? **[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Hindi
- 25 Hmong
- 26 Khmer
- 27 Portuguese
- 28 Punjabi
- 29 Thai
- 30 Japanese
- 99 Other (please specify): \_\_\_\_\_

**[IF NO / UNSURE IN Q1 SKIP TO Q10]**

Q6. **[Q1=1 AND Q3=11]** Where did you see or hear PG&E’s communications about wildfire season safety and preparedness in English?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 Other (please specify): \_\_\_\_\_
- 97 Don’t recall

Q6B. **[Q1=1 AND Q3≠11]** Where did you see or hear PG&E’s communications about wildfire season safety and preparedness in **[RECALL Q3 MENTION]**?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 **[DNR]** Other (please specify): \_\_\_\_\_
- 97 **[DNR]** Don’t recall

Q6A. **[ASK IF Q6 =22]** On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in English?

**[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q6AA. **[ASK IF Q6B=22]** On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in **[RECALL Q3 MENTION]**?

**[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q7. **[ASK IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language?

**[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM Q6B]**

	<b>RANDOMIZE</b>	Information from this source was available in ...	
		English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	PG&E Community meetings (in-person or online)	1	2
I	Informational videos on web	1	2
J	Informational videos on TV	1	2
K	Advertising on TV, radio, or online	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Billboards	1	2
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
O	<b>(RECALL Q6B=99)</b>	1	2

- Q8. **[IF Q6 OR Q6B=15]** How satisfied were you with the information provided on the PG&E website about preparing for wildfires **[PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]**? **[WEB: DO NOT REQUIRE A RESPONSE]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

- Q9a. **[IF Q3=11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications that you saw or heard from PG&E via...? **[WEB: DO NOT REQUIRE A RESPONSE]**

	<b>[INSERT ALL RESPONSES FROM Q6]</b>	Not at all useful				Extremely useful
	<b>RANDOMIZE</b>					
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	PG&E Community meetings (in-person or online)	1	2	3	4	5
I	Informational videos on web	1	2	3	4	5
J	Informational videos on TV	1	2	3	4	5
K	Advertising on TV, radio, or online	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Billboards	1	2	3	4	5
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
O	<b>(RECALL Q6=99)</b>	1	2	3	4	5

- Q9b1. **[Q3=11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications in English that you saw or heard from PG&E via...?

	<b>[INSERT ALL RESPONSES WHERE Q7=1]</b>	Not at all useful				Extremely useful	Did not use the English version
	<b>RANDOMIZE</b>						
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8

H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	<b>(RECALL Q6B=99)</b>	1	2	3	4	5	8

Q9b2. **[Q3≠11]** And, how useful were the wildfire communications in **[PREFERRED LANGUAGE; Q3 MENTION]** that you saw or heard from PG&E via...?

	<b>[INSERT ALL RESPONSES WHERE Q7=2]</b>	Not at all useful				Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	<b>(RECALL Q6B=99)</b>	1	2	3	4	5	8

Q10. **[ASK ALL] [IF Q3=11]** Other than PG&E's communications, what other sources have you used to obtain information about wildfire safety and preparedness in English?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

**RANDOMIZE**

- 11 City or county government
- 12 State government
- 13 CalFire

- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): \_\_\_\_\_
- 88 None of the above **[SKIP TO Q13]**
- 97 Don't recall

Q10A. **[ASK ALL] [IF Q3≠11]** Other than PG&E's communications, what other sources have you used to obtain information about wildfire safety and preparedness in **[RECALL Q3 MENTION]**?

**Multiple response. [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

**RANDOMIZE**

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): \_\_\_\_\_
- 88 None of the above **[SKIP TO Q13]**
- 97 Don't recall

Q11. **[IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM Q10A]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	City or county government	1	2
B	State government	1	2
C	CalFire	1	2
D	Local fire department	1	2
E	Community-based organization (CBO)	1	2
F	Non-profit organizations	1	2
G	Healthcare providers or medical device suppliers	1	2
H	Local news reports	1	2
I	<b>(RECALL Q10A=99)</b>	1	2



Q12a. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? **[WEB: DO NOT REQUIRE A RESPONSE]** **[PHONE: 1=Not at all useful to 5=Extremely useful]**

	<b>[INSERT ALL RESPONSES FROM Q10]</b>	Not at all useful					Extremely useful
	<b>RANDOMIZE</b>						
A	City or county government	1	2	3	4	5	
B	State government	1	2	3	4	5	
C	CalFire	1	2	3	4	5	
D	Local fire department	1	2	3	4	5	
E	Community-based organization (CBO)	1	2	3	4	5	
F	Non-profit organizations	1	2	3	4	5	
G	Healthcare providers or medical device suppliers	1	2	3	4	5	
H	Local news reports	1	2	3	4	5	
I	<b>(RECALL Q10=99)</b>	1	2	3	4	5	

Q12b1. **[IF Q3≠11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information in English from...?

	<b>[INSERT ALL RESPONSES WHERE Q11=1]</b>	Not at all useful					Extremely useful	Did not use the English version
	<b>RANDOMIZE</b>							
A	City or county government	1	2	3	4	5		8
B	State government	1	2	3	4	5		8
C	CalFire	1	2	3	4	5		8
D	Local fire department	1	2	3	4	5		8
E	Community-based organization (CBO)	1	2	3	4	5		8
F	Non-profit organizations	1	2	3	4	5		8
G	Healthcare providers or medical device suppliers	1	2	3	4	5		8
H	Local news reports	1	2	3	4	5		8
I	<b>(RECALL Q10A=99)</b>	1	2	3	4	5		8

Q12b2. **[IF Q3≠11]** And, how useful was the wildfire information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?

	<b>[INSERT ALL RESPONSES WHERE Q11=2]</b>	Not at all useful					Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
	<b>RANDOMIZE</b>							
A	City or county government	1	2	3	4	5		8
B	State government	1	2	3	4	5		8
C	CalFire	1	2	3	4	5		8
D	Local fire department	1	2	3	4	5		8
E	Community-based organization (CBO)	1	2	3	4	5		8
F	Non-profit organizations	1	2	3	4	5		8
G	Healthcare providers or medical device suppliers	1	2	3	4	5		8
H	Local news reports	1	2	3	4	5		8
I	<b>(RECALL Q10A=99)</b>	1	2	3	4	5		8

Q13. [Q1=1] In what ways could PG&E improve their communications about wildfire preparedness? [Open-end]  
[PHONE: PROBE: "Anything else?"]

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Q14. [ASK ALL] Please indicate how much you agree or disagree with the following statements about PG&E  
[PHONE: using a scale where 1 is completely disagree and 5 is completely agree].

	RANDOMIZE	Completely disagree				Completely agree	Not sure
A	Takes proactive measures to protect the electricity grid from wildfires	1	2	3	4	5	7
B	Is committed to restoring power to customers affected by wildfires	1	2	3	4	5	7
C	Makes an effort to communicate with all customers about wildfires	1	2	3	4	5	7
D	Is a company I trust to act in the best interest of its customers	1	2	3	4	5	7
E	Shows care and concern for customers	1	2	3	4	5	7
F	Is proactive in taking steps to address wildfire risks	1	2	3	4	5	7
G	Is working to keep my community safe	1	2	3	4	5	7
H	Is committed to wildfire safety	1	2	3	4	5	7
I	Is helping me prepare for wildfire season	1	2	3	4	5	7

Q15. [ASK ALL] Using a 5-point scale where "1" means you are "extremely dissatisfied" and "5" means you are "extremely satisfied," how satisfied are you with PG&E's overall wildfire safety and preparedness efforts?

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

Q16. [ASK ALL] Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO Q20]

Q17. **[IF Q16=1]** Where have you heard about Public Safety Power Shutoffs?  
**[WEB: Select all that apply.][PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 Billboards
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN Q18]**
- 99 Other (please specify): \_\_\_\_\_
- 97 Unsure

Q17a. **[IF Q17=22]** On which Social Media platforms do you recall hearing or seeing information about Public Safety Power Shutoffs? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q18. **[IF Q3≠11]**. Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM Q17, EXCEPT “MY POWER WAS SHUT OFF”]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	Billboards	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)	1	2
W	<b>(RECALL Q17=99)</b>	1	2

Q18b. **[Q17=15]** How satisfied were you with the Public Safety Power Shutoff information provided on the PG&E website **[PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]**? **[WEB: DO NOT REQUIRE A RESPONSE]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q19a. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? **[WEB: DO NOT REQUIRE A RESPONSE]**

	<b>[INSERT ALL RESPONSES FROM Q17]</b>	Not at all useful				Extremely useful
	<b>RANDOMIZE</b>					
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5

Q19b1. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information in English from...?

	<b>[INSERT ALL RESPONSES WHERE Q18=1]</b>	Not at all useful				Extremely useful	Did not use the English version
	<b>RANDOMIZE</b>						
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8

I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5	8

Q19b2. **[Q3≠11]** And, how useful was information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?

**[PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]**

<b>[INSERT ALL RESPONSES WHERE Q18=2]</b>						Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
<b>RANDOMIZE</b>		Not at all useful					
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8

U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5	8

Q20. **[ASK ALL]** A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? **[PHONE: READ LIST]**

- 4 Completely prepared
- 3 Somewhat prepared
- 2 Not very prepared
- 1 Not at all prepared

Q21. **[ASK ALL]** What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2022—whether before, during, or after an event? **[WEB: Select all that apply. RANDOMIZE]**  
**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

- 11 Went to PG&E website
- 12 Checked the PG&E mobile app
- 13 Went to PG&E's social media (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 14 Signed up for notifications from PG&E
- 15 Visited PG&E Community Resource Center
- 16 Followed PG&E on Twitter
- 17 Followed PG&E on Facebook
- 18 Prepared an emergency kit with food, water or medicine
- 19 Performed a safety check on your generator for your (home/business)
- 20 Purchased/used a battery powered radio
- 21 Developed an emergency plan
- 22 Activated your emergency plan
- 23 Notified others in area about potential power shutoff
- 24 Prepared for multiple-day outage
- 25 Purchased enough non-refrigerated food to last for several days without power
- 26 Purchased enough water to last for several days without power
- 27 Purchased new lanterns or flashlights
- 28 Have a place to go if without power for a prolonged period
- 29 Acquired a back-up generator
- 30 Acquired battery storage technology
- 31 Attended PG&E Community meeting (in-person or online)
- 32 Attended PG&E wildfire preparedness webinar or online meeting
- 33 Attended a community-based organization (CBO) event
- 34 Signed up for Medical Baseline Program
- 35 Removed vegetation from around your home
- 36 Allowed access to property for PG&E to trim trees
- 37 Self-certified as Vulnerable
- 38 Self-identified as dependent on electricity for medical equipment or assistive technology
- 99 Other (please specify): \_\_\_\_\_
- 88 Have not taken any actions **[EXCLUSIVE]**

Q21A. **[IF Q21=13]** Which social media platforms did you use to prepare for a Public Safety Power Shutoff (PSPS)?

**[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

**ASK Q22 HERE FOR PRE WAVE; FOR POST ASK AFTER PQ18**

Q22. **[ASK ALL]** Overall, what is your opinion of PG&E's Public Safety Power Shutoff program? **[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]**

Very negative				Very positive	Unsure
1	2	3	4	5	7



\*\*\*\*\***NEW SECTION: ENHANCED POWERLINE SAFETY SETTINGS (EPSS)**\*\*\*\*\*

**[ASK ALL]** Another type of wildfire safety outage you may experience is the result of “Enhanced Powerline Safety Settings” or “EPSS.” An E-P-S-S outage occurs when a powerline is struck by an object—such as a tree branch. When this occurs, the line immediately shuts off, reducing the risk of wildfires.

E16. Before today, had you ever heard of Enhanced Powerline Safety Settings or “EPSS”?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO E21]**

E17. **[IF E16=1]** Where have you heard about **Enhanced Powerline Safety Settings (EPSS)**?

**[WEB: Select all that apply.][PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 **[HIDE]** Billboards
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 **[HIDE]** Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN E18]**
- 99 Other (please specify): \_\_\_\_\_
- 97 Unsure

E17a. **[IF E17=22]** On which Social Media platforms do you recall hearing or seeing information about **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

E18. **[IF Q3#11].** Which, if any, of these sources provided information about **Enhanced Powerline Safety Settings (EPSS)** in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM E17, EXCEPT "MY POWER WAS SHUT OFF"]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	<b>[HIDE]</b> Billboards	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	<b>[HIDE]</b> Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	<b>(RECALL E17=99)</b>	1	2

E19a. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the **Enhanced Powerline Safety Settings (EPSS)** information from ...? **[WEB: DO NOT REQUIRE A RESPONSE]**

	<b>[INSERT ALL RESPONSES FROM E17]</b>	Not at all useful				Extremely useful
	<b>RANDOMIZE</b>					
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	[HIDE] Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	<b>(RECALL E17=99)</b>	1	2	3	4	5

E19b1. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information about **Enhanced Powerline Safety Settings (EPSS)**? in English from...?

	<b>[INSERT ALL RESPONSES WHERE E18=1]</b>	Not at all useful				Extremely useful	Did not use the English version
	<b>RANDOMIZE</b>						
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8

J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

E19b2. [Q3#11] And, how useful was information about **Enhanced Powerline Safety Settings (EPSS)?** in **[PREFERRED LANGUAGE; Q3 MENTION]** from...? [PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]

[INSERT ALL RESPONSES WHERE E18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8

U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL E17=99)</b>	1	2	3	4	5	8

**EPSS MESSAGE RECALL****[ASK IF RECALLED MESSAGING FROM ANY SOURCE]**

E20. Which, if any, of the following messages about **Enhanced Powerline Safety Settings (EPSS)** do you recall from any source in the past few months? **[PHONE: READ LIST]**

	<b>RANDOMIZE</b>	<b>YES</b>	<b>NO</b>	<b>NOT SURE</b>
A	EPSS automatically turns off power if a hazard strikes a powerline	1	2	7
B	Power shuts off immediately if a problem is detected	1	2	7
C	There was an 80% reduction in ignitions on EPSS-enabled powerlines	1	2	7
D	EPSS may result in an unplanned outage	1	2	7
E	PG&E will notify you when power will be restored	1	2	7
F	PG&E will notify you on the cause of the outage	1	2	7
G	PG&E provides resources to help during an EPSS outage	1	2	7

E21. Have you personally experienced an EPSS outage **in 2022**—that is, an unplanned outage caused by an object hitting a powerline? This would be different from a Public Safety Power Shutoff where you should have been alerted prior to the outage.

- 1 Yes  
2 No  
7 Unsure

E22. Overall, what is your opinion of PG&E's use of **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]**

Very negative				Very positive	Unsure
1	2	3	4	5	7

Q24. At any time this year (2022), have you had to evacuate your home due to wildfires in your area?

- 1 Yes  
2 No  
7 Unsure

## Questions that will be added in the post-survey only

**[IF PRE-SEASON, SKIP TO N1. IF POST-SEASON GO TO PQ1]**

**Unless otherwise noted, all PRE questions will be asked in the POST survey, followed by the questions below beginning at PQ1.**

PQ1. **[ASK ALL]** Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO PQ7]**

PQ2. **[PQ1=1]** How many alerts and/or notifications did you receive?

RECORD # ALERTS: \_\_\_\_\_  
97 Unsure

PQ3. **[PQ1=1 AND PQ2>0]** In what language(s) was/were the Public Safety Power Shutoff notification(s)?

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Japanese
- 25 Khmer
- 26 Punjabi
- 99 Other (please specify): \_\_\_\_\_

PQ4. **[PQ1=1]** How were you notified about the Public Safety Power Shutoff?

**[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK.]**

**RANDOMIZE**

- 11 Text message from PG&E
- 12 Recorded phone message from PG&E
- 13 Email from PG&E
- 14 PG&E representative or employee
- 15 PG&E website
- 16 Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)

- 17 Local news  
 18 Friends/neighbors  
 19 Community-based organization (CBO)  
 20 Call or Text from 2-1-1  
 99 Other (please specify): \_\_\_\_\_  
 97 I don't remember

PQ5. **[Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

**[INSERT ALL RESPONSES FROM PQ4]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	Text message from PG&E	1	2
B	Recorded phone message from PG&E	1	2
C	Email from PG&E	1	2
D	PG&E representative or employee	1	2
E	PG&E website	1	2
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
G	Local news	1	2
H	Friends/neighbors	1	2
I	Community-based organization (CBO)	1	2
K	Call or Text from 2-1-1	1	2
J	<b>(RECALL PQ4=99)</b>	1	2

PQ6a. **[Q3=11]** How useful was the information you received from PG&E before the Public Safety Power Shutoff via...**[EACH PQ4 RESPONSE]**?

	<b>[INSERT ALL RESPONSES FROM PQ4]</b>	Not at all useful				Extremely useful
	<b>RANDOMIZE</b>					
A	Text message from PG&E	1	2	3	4	5
B	Recorded phone message from PG&E	1	2	3	4	5
C	Email from PG&E	1	2	3	4	5
D	PG&E representative or employee	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
G	Local news	1	2	3	4	5
H	Friends/neighbors	1	2	3	4	5
I	Community-based organization (CBO)	1	2	3	4	5
K	Call or Text from 2-1-1	1	2	3	4	5
J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5

PQ6b1. **[Q3≠11]** How useful was the information in English that you received from PG&E **before** the Public Safety Power Shutoff via...?

	<b>[INSERT ALL RESPONSES WHERE PQ5=1]</b>	Not at all useful				Extremely useful	Did not use the English version
	<b>RANDOMIZE</b>						
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5	8

PQ6b2. **[Q3≠11]** And, how useful was the information in **[PREFERRED LANGUAGE; Q3 MENTION]** that you received from PG&E **before** the Public Safety Power Shutoff via...?

	<b>[INSERT ALL RESPONSES WHERE PQ5=2]</b>	Not at all useful				Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
	<b>RANDOMIZE</b>						
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5	8



PQ7. **[ASK ALL]** Did you personally have your power shut off at your residence by PG&E as part of a Public Safety Power Shutoff (PSPS) in **2022**—that is, was your power proactively shutoff by PG&E due to a high risk of wildfire between January 1, 2022 and the current date?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO OR UNSURE SKIP TO PQ13]**

PQ8. **[PQ7=1]** How many times was your power shut off due to PSPS?

**NUMERIC INPUT \_\_\_\_\_ [RANGE 1-10]**

97 Don't know/Unsure

PQ9. **[PQ7=1]** When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage?

**[WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES]**

**RANDOMIZE**

- 11 Checked PG&E.com
- 12 Called the PG&E phone center
- 13 Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 14 PG&E representative or employee
- 15 Local news station
- 16 Community-based organization (CBO)
- 17 Call or Text from 2-1-1
- 99 Other (please specify) \_\_\_\_\_
- 97 I don't remember
- 88 I didn't check any resources for updates

PQ10. **[Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

**[INSERT ALL RESPONSES FROM PQ9]**

	<b>RANDOMIZE</b>	Information from this source was available in ...	
		English	My preferred language: <b>RECALL Q3 MENTION</b>
A	Checked PG&E.com	1	2
B	Called the PG&E phone center	1	2
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
D	PG&E representative or employee	1	2
E	Local news station	1	2
F	Community-based organization (CBO)	1	2
H	Call or Text from 2-1-1	1	2
G	<b>(RECALL PQ9=99)</b>	1	2

PQ11. [Q3=11] How useful was the information you received from PG&E during the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES FROM PQ9] RANDOMIZE	Not at all useful					Extremely useful
A	Checked PG&E.com	1	2	3	4	5	
B	Called the PG&E phone center	1	2	3	4	5	
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	
D	PG&E representative or employee	1	2	3	4	5	
E	Local news station	1	2	3	4	5	
F	Community-based organization (CBO)	1	2	3	4	5	
H	Call or Text from 2-1-1	1	2	3	4	5	
G	(RECALL PQ9=99)	1	2	3	4	5	

PQ11b1. [Q3≠11] How useful was information you received in English from PG&E during the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=1] RANDOMIZE	Not at all useful					Extremely useful	Did not use the English version
A	Checked PG&E.com	1	2	3	4	5	8	
B	Called the PG&E phone center	1	2	3	4	5	8	
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8	
D	PG&E representative or employee	1	2	3	4	5	8	
E	Local news station	1	2	3	4	5	8	
F	Community-based organization (CBO)	1	2	3	4	5	8	
H	Call or Text from 2-1-1	1	2	3	4	5	8	
G	(RECALL PQ9=99)	1	2	3	4	5	8	

PQ11b2. [Q3≠11] And, how useful was information you received in [Preferred Language; Q3 MENTION] from PG&E during the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=2] RANDOMIZE	Not at all useful					Extremely useful	Did not use the [Q3 MENTION] version
A	Checked PG&E.com	1	2	3	4	5	8	
B	Called the PG&E phone center	1	2	3	4	5	8	
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8	
D	PG&E representative or employee	1	2	3	4	5	8	
E	Local news station	1	2	3	4	5	8	
F	Community-based organization (CBO)	1	2	3	4	5	8	
H	Call or Text from 2-1-1	1	2	3	4	5	8	
G	(RECALL PQ9=99)	1	2	3	4	5	8	

PQ12. [PQ9=11] How satisfied were you with the information provided by the website during the Public Safety Power Shutoff? [PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

**[ASK ALL]**

PQ13. Do you recall receiving a notification when your power was fully restored after the PSPS event?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO PQ17]**

PQ14. [PQ13=1] How useful was the information you received from PG&E after the Public Safety Power Shutoff ended and your power was restored?

[PHONE: Please use a scale where 1 is not at all useful and 5 is extremely useful.]

Not at all useful				Extremely useful
1	2	3	4	5

PQ15. [Q13=1] How satisfied were you with the information provided by the PG&E website after the Public Safety Power Shutoff?

[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Did not use the PG&E website after the shutoff
1	2	3	4	5	8

PQ16. [PQ13=1 AND Q3≠11] Was the information that you received after the Public Safety Power Shutoff available in English? Was it available in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

	Information from this source was available in ...	
	English	My preferred language: <b>RECALL Q3 MENTION</b>
Information <u>after</u> the PSPS	1	2

PQ17. **[ASK ALL]** How satisfied are you OVERALL with all of the Public Safety Power Shutoff communications that you received from PG&E? **[PHONE:** Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

PQ18. **[ASK ALL]** How would you rate PG&E's Public Safety Power Shutoff (PSPS) program on each of the following? **[PHONE:** Please use a scale where 1 is very dissatisfied and 5 is very satisfied.]

	RANDOMIZE	Extremely dissatisfied				Extremely satisfied	Not sure
A	Reducing the risk of wildfires	1	2	3	4	5	7
B	Notifying me when my power might be shut off	1	2	3	4	5	7
C	Notifying me when my power would be restored	1	2	3	4	5	7
D	Restoring power in a reasonable amount of time	1	2	3	4	5	7
E	Reaching out to those with medical or other critical needs	1	2	3	4	5	7
F	Providing resources near me that I can visit during an outage event	1	2	3	4	5	7
G	Keeping me updated about the status of the PSPS shutoff	1	2	3	4	5	7
H	Providing an accurate estimate of when the power would be restored	1	2	3	4	5	7

#### ASK Q22 HERE FOR POST WAVE

Q22. **[ASK ALL]** Overall, what is your opinion of PG&E's Public Safety Power Shutoff program? **[PHONE:** Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

N1. **[ASK ALL]** PG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, which of the following resources have you heard of?

**[WEB]:** Click on the link for each item if you need more information about that resource.

**[PHONE]:** "I can read you a description of the resource if you like" **[READ IF REQUESTED]**

	<b>[RANDOMIZE]</b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on alerts and notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E's Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent Status	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

N2. For each resource, please rate how interested you would be in using it during a Public Safety Power Shutoff?

**[WEB]:** Click on the link for each item if you need more information about that resource.

**[PHONE]:** "I can read you a description of the resource if you like" **[READ IF REQUESTED]**

	<b>[RANDOMIZE]</b>	<b>Not Interested</b>	<b>Somewhat Interested</b>	<b>Very Interested</b>	<b>Not Sure</b>
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E's Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent Status	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

**[SHOW IN N3 IF “YES” IN N1; SKIP TO NEXT QUESTION IF NO/NOT SURE FOR ALL ITEMS IN N1]**

N3. Which, if any, of these resources have you used in the past?

**[WEB]:** Click on the link for each item if you need more information about that resource.

**[PHONE]:** I can read you a description of the resource if you like **[READ IF REQUESTED]**

	[RANDOMIZE]	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on Alerts and Notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E’s Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

**[SHOW EACH ITEM USED IN N3]**

N4. Please rate how useful you found each item in the **most recent** Public Safety Power Shutoff?

**[WEB]:** Click on the link for each item if you need more information about that resource.

**[PHONE]:** I can read you a description of the resource if you like **[READ IF REQUESTED]**

	[RANDOMIZE]	Very Useful	Somewhat Useful	Not Useful	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E’s Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

PQ19. **[ASK ALL]** In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs? Please be specific. We welcome your suggestions. **[Open-end]**

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**Demographics**

D1 Now, we have just a few final questions for classification purposes. Into which of the ranges does your annual household income fall? **[PHONE: READ LIST]**

- 1 Less than \$50K
- 2 \$50K – \$99K
- 3 \$100K – \$149K
- 4 \$150K or more
- 8 Prefer not to say

D2 What is the highest level of education you have had the opportunity to complete?

- 11 Less than high school
- 12 High school degree or GED
- 13 Some college / trade/technical school / 2-year degree
- 14 College degree
- 15 Some graduate study
- 16 Graduate degree or higher
- 98 Prefer not to say

D3 Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

- 1 Yes
- 2 No
- 8 Prefer not to say

D4 Are you...? **(MULTIPLE MENTION)** **[WEB: Select all that apply.]**

- 11 Caucasian or White
- 12 African-American or Black
- 13 Asian
- 14 American Indian, Eskimo or Alaska native
- 15 Hawaiian or Pacific Islander
- 99 Some other ethnicity (please specify)
- 98 Prefer not to say

D5 Which of the following best describes your housing situation?

- 1 Homeowner
- 2 Renter
- 3 Neither of those (don't own home, don't pay rent)
- 8 Prefer not to say

These last few questions will help PG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

D6. Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment, such as a C-PAP, respirator, motorized wheelchair/scooter, lift or hospital bed?

- 1 Yes
- 2 No
- 8 Prefer not to say

D6A. Do you or anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off?

- 1 Yes
- 2 No
- 8 Prefer not to say

D7. Do you have access to transportation in case of an emergency?

- 1 Yes
- 2 No
- 8 Prefer not to say

D8. Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

- 1 Yes
- 2 No
- 8 Prefer not to say



**[ASK IF YES TO D8; ELSE SKIP TO CLOSING]:**

D9. Please answer yes or no regarding the specific type of disability for you or anyone in your household.

	[RANDOMIZE]	Yes	No	Prefer Not to Say
a	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	8
b	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	8
c	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	8
d	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	8
e	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	8
f	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	8
g	Do you or anyone in your household rely on assistive technology? E.g., a screen reader or specialized meal device?	1	2	8

**[PRE: ASK D10 IF D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]**

**[POST: ASK D10 IF PQ7=CODE 1 AND D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]**

D10. For any Public Safety Power Shutoff that you experienced **[blue font: [PRE]: in 2021 / [POST]: in 2022]**, were you or others in your household able to use equipment needed for necessary life functions throughout the time you were without power? **(INTERVIEWER: RESPONDENT SHOULD ANSWER FOR 2021 ONLY, NOT FOR PRIOR YEARS).**

**NOTE: EQUIPMENT CAN BE ANYTHING REQUIRING THE USE OF ELECTRICITY OR A BATTERY IN ORDER TO FUNCTION, SUCH AS C-PAP, WHEELCHAIRS, TECHNOLOGY AIDS FOR SIGHT OR HEARING IMPAIRED, ETC.)**

- 1 Yes
- 2 No
- 7 Not applicable
- 8 Prefer not to say

**ASK D11 IF D10 = CODE 2 ("NO"); ELSE SKIP TO CLOSING]**

D11. Why were you not able to use the necessary equipment during a Public Safety Power Shutoff [blue font: [in 2021/](#)  
[POST]: [in 2022](#)]? (MULTIPLE MENTION) [WEB: Select all that apply.]

**[RANDOMIZE]**

- 11 Unable to charge batteries
- 12 Not enough back-up batteries
- 13 I am paralyzed or immobile—I can't be moved
- 14 I don't have access to transportation
- 15 I can't afford to go anywhere else
- 16 Generators/back-up systems are too expensive
- 17 I was not familiar with available programs and support
- 18 I was denied program support
- 19 I needed help
- 20 I don't have a battery to charge my equipment
- 21 I can't afford a battery or a generator
- 99 **[DNR]** Something else (please specify)

D12. Do you currently have a back-up generator or back-up battery?

- 1 Yes
- 2 No
- 8 Prefer not to say

**Closing (Web)**

Thank you for participating in this important survey. We appreciate your time and feedback.

Landing Page: [www.safetyactioncenter.pge.com](http://www.safetyactioncenter.pge.com)

**Closing (Phone)**

Thank you for participating in this important survey. We appreciate your time and feedback. Have a great day/night!

## RESOURCE DESCRIPTIONS

### **Accessible Transportation for People with Disabilities**

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

### **Address Level Alerts for Non-Account Holders**

Address Alerts can notify you directly by text or automated phone call about the potential for a PSPS at any address that is important to you or a loved one, even if you don't have a PG&E account.

### **Call 2-1-1**

Provides information about Public Safety Power Shutoffs before, during, and after PSPS events. In addition, qualified callers are connected to critical resources before and during a Public Safety Power Shutoff.

### **Community Resource Centers (CRCs)**

During wildfires or Public Safety Power Shutoffs, PG&E opens Community Resource Centers which provide ADA-compliant restrooms, bottled water, snacks, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

### **County Food Bank Program:**

If you experience food loss due to a Public Safety Power Shutoff, participating food banks in your county will provide your family with food replacement during a PSPS event and three days following power being restored.

### **Disability Disaster Access & Resources (DDAR)**

In partnership with PG&E, the DDAR program is managed by the California Foundation for Independent Living Centers (CFILC). The program provides resources during Public Safety Power Shutoffs for those who rely on power for medical or independent living needs. Resources offered through the program include portable backup batteries, hotel accommodations, food stipends, and accessible transportation.

### **Food Delivery Services, e.g. Meals on Wheels**

PG&E partners with community-based organizations such as Meals on Wheels to provide food replacement and delivery to households experiencing food loss due to Public Safety Power Shutoffs. Customers who already participate in Meals on Wheels will receive an additional shelf-stable meal during a PSPS event.

### **Generator Rebate Program**

This program provides eligible customers with a single rebate for purchasing a qualified portable power generator. Eligible customers must be PG&E customers who reside in high fire threat areas and who either depend on well water pumps or are enrolled in PG&E's Medical Baseline Program.

### **Hotel Accommodations for People with Disabilities**

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

### **Identify as Electricity Dependent**

Customers who do not qualify for PG&E's Medical Baseline Program or are at an increased risk of harm to their health, safety and independence during a prolonged power outage can self-identify as "electricity dependent." These customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

**Language Preference on Alerts and Notifications:**

By logging into their account, PG&E customers can choose to receive PSPS notifications in one of 16 languages.

**Medical Baseline Program**

An assistance program for residential customers who have special energy needs due to qualifying medical conditions. Eligibility is based on medical conditions or needs of a person, not on income.

**Portable Battery Program:**

PG&E's Portable Battery Program (PBP) provides no-cost backup portable batteries to income-qualified Medical Baseline customers in high fire threat districts or who have experienced 2 or more PSPS events in the past.